

# TERMS OF REFERENCE

## Customer, Community and Culture Committee

December 2024

## DOCUMENT ADMINISTRATION

<b>Document Owner</b>	Group Manager, Office of the Lord Mayor and CEO - Secretariat Services
<b>Related Documents</b>	<p>City of Parramatta Code of Meeting Practice</p> <p>City of Parramatta Code of Conduct</p> <p>City of Parramatta Councillor Workshop Policy</p> <p>City of Parramatta Media Policy</p> <p>City of Parramatta Social Media Policy</p> <p>City of Parramatta Council and Committee Schedule 2025</p>
<b>References &amp; Legislation</b>	<p>Local Government Act 1993</p> <p>Local Government (General) Regulation 2021</p>
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## PURPOSE

The Terms of Reference set out the role, responsibilities and structure of the Customer, Community and Culture Committee (the Committee).

## RESPONSIBILITIES

<b>Position</b>	<b>Responsibility</b>
All Committee Members	<ul style="list-style-type: none"> <li>• Read and understand the agenda for each meeting, prior to each meeting.</li> <li>• Be an advocate for the Committee.</li> <li>• Have a broad understanding of relevant issues, the adopted Council strategies and the associated actions.</li> </ul>
Chairperson	<ul style="list-style-type: none"> <li>• Conduct the meetings of the Committee.</li> </ul>
Convenor (CEO, Executive Director or Delegate)	<ul style="list-style-type: none"> <li>• Convene the meetings and support the Chairperson of the Committee.</li> <li>• Prepare a report to Council for consideration of the Committee's recommendations.</li> <li>• Provide notice of cancellation of a Committee meeting in circumstances where there is no business (reports) to be considered.</li> </ul>
Council Secretariat	<ul style="list-style-type: none"> <li>• Assist the Convenor and Chairperson with all aspects of the Committee.</li> </ul>

## **GENERAL**

### **1. Membership**

- 1.1. The membership of the Committee shall be determined by Council resolution.
- 1.2. The Committee will comprise of five (5) Councillors as voting members and will be determined by Council when considering the establishment and scheduling of the Standing Committees of Council.
- 1.3. The Lord Mayor is an ex-officio member of all Committees and has voting rights.

### **2. Delegations**

- 2.1. The following will apply to the Committee:
  - The Committee does not have any delegations;
  - The Committee does not have the authority to incur expenditure;
  - The Committee does not have the authority to bind the Council without the prior approval (resolution) from Council;
  - The Committee may make recommendations to Council on all relevant business submitted for its consideration;
  - Committee recommendations will be presented to Council in a report prepared by Council Officers; and

### **3. Functions and Matters Considered by the Committee**

3.1. The Committee may consider matters including but not limited to:

**Strategies and Policies such as:**

- Cultural Strategy
- Social Sustainability Strategy
- First Nations Strategy
- Community Engagement Strategy
- Events and Festivals Strategy
- Disability and Inclusion Action Plan
- Homeless Action Plan
- Prevention of Domestic and Family Violence Action Plan
- Social Investment Action Plan
- Sportsground Strategy and Action Plan
- Destination Management Plan (Visitor Economy)
- Customer Experience Transformation Plan
- Branding Strategy
- Media and Social Media Policies
- Strategic Relationships Policy (formerly Productive Partnerships Policy and Sponsorship Policy)
- Live Music Action Plan

**Tenders such as:**

- Events and Festivals
- Social and Community Services
- Library Services
- PHIVE and Community Hubs
- City Culture
- Community Infrastructure and Systems
- Riverside Theatres

**Minutes of relevant Sub-Committees and Advisory Panels such as:**

- Grants Sub Committee
- Multicultural Sub Committee
- First Nations Advisory Panel
- Social Sustainability Advisory Panel
- Cultural Advisory Panel

**Any other matter reported to the Committee by Council Officers.**

## **PROTOCOL**

### **4. Frequency of Meetings**

- 4.1. The Committee will meet monthly on a day and time determined by the Council in accordance with the annual Council and Committee meeting calendar.

### **5. Code of Meeting Practice**

- 5.1. The provisions of Council's adopted Code of Meeting Practice apply to the conduct and procedures of all Committee meetings, except where they have been specifically varied in these Terms of Reference.
- 5.2. For the avoidance of doubt, the Order of Business is varied as shown in Clause 15 and does not permit consideration of the following business:
  - Notices of Motion
  - Questions With Notice
  - Rescission Motions
- 5.3 Nothing in clauses 5.1 or 5.2 prevents the Committee from recommending that Council establish a Sub-Committee, on an ad-hoc or permanent basis as required, to perform a particular function or to undertake a specific task.

### **6. Chairperson**

- 6.1. The Chairperson of the Committee is to be determined by Council when considering the establishment and scheduling of the Committees of Council.
- 6.2. In the absence of the Chairperson, the Chairperson will be a Councillor member of the Committee, elected by the members of the Committee as the first item of business at the relevant meeting and conducted by the Convenor.
- 6.3. Where the Lord Mayor attends the meeting and wishes to assume the role of Chairperson, the Lord Mayor may assume the Chair without debate or the need for a procedural motion/vote.

## **7. Quorum**

- 7.1. The quorum of the Committee shall comprise a minimum of three (3) voting members of the Committee.
- 7.2. Business must not be conducted at any meeting of the Committee unless the Convenor or their delegate is present.
- 7.3. Business must not be conducted at any meeting of the Committee unless a quorum is present.
- 7.4. Where a meeting is cancelled, notice of the cancellation will be published on Council's website and in such other manner that is likely to bring notice of the cancellation to the attention of as many people as possible.

## **8. Attendance and Participation by Non-Member Councillors**

- 8.1. In accordance with Clause 20.10 of the Code of Meeting Practice, Councillors who are not members of the Committee may attend a meeting where a quorum is present and, at the discretion of the Chairperson, may participate in discussion on any item of business on the agenda.
- 8.2. Councillors who are not members of the Committee do not have any voting rights and are not entitled to move or second any motion at the meeting.

## **9. Agenda, Minutes and Reporting to Council**

- 9.1. The Convenor is responsible for the preparation and distribution of meeting agendas and minutes of all meetings with the assistance of the Council Secretariat.
- 9.2. The Convenor will notify the Chairperson of the meeting agenda prior to the publication of the agenda.
- 9.3. The Convenor will publish the agenda a minimum of three (3) business days prior to the meeting, with the assistance of Council Secretariat.
- 9.4. The Convenor is responsible for reporting the minutes and associated recommendations of each meeting to the next available meeting of Council for consideration.
- 9.5. In accordance with Council's Code of Meeting Practice, the minutes of the meetings of the Committee must be confirmed at a subsequent meeting of the Committee.



## **10. Voting**

- 10.1. Each Committee member shall be entitled to one (1) vote in respect to any matter before the Committee.
- 10.2. If voting on a motion put to a meeting of the Committee is equal, the Chairperson of the meeting shall have a casting vote.

## **11. Venue**

- 11.1. The venue for meetings of the Committee shall be determined by the Convenor.

## **12. Public Participation**

- 12.1. The Committee meeting is open to the public.
- 12.2. Public participation is in accordance with Council's Code of Meeting Practice, with the exception of:
- To speak at a Public Forum, a person must first make an application which includes the provision of a verbatim (word by word) text of the question, comment or statement must be lodged in writing with the name and contact details of the speaker prior to 10.00am on the day of the meeting:
    - o an email ([secretariat@cityofparramatta.nsw.gov.au](mailto:secretariat@cityofparramatta.nsw.gov.au)); or
    - o presented to the Customer Contact Centre at 9 Wentworth Street, Parramatta; or
    - o online on Council's website.
  
  - A person is only entitled to speak once on the same item of business, at either a Committee or Council meeting.

### **13. Procedural Matters**

13.1. In relation to any procedural matter, the ruling of the Chairperson shall be final.

13.2. The Committee shall operate in accordance with Council's Code of Meeting Practice, with the exception of:

- Councillors, Council Officers and members of the public are not required to stand when addressing the Chairperson;
- Meetings of the Committee are to be scheduled for a 2 hour duration;
- If the business of the meeting is not concluded before the 2 hour time limit, the Committee may:
  - o by resolution, extend the meeting by one 30 minute extension to complete the business of the Committee; or
  - o adjourn the meeting to a time, date and place fixed by the Convenor, in consultation with the Chairperson; or
  - o defer the remaining business to the next available meeting of Council for consideration.

### **14. Order of Business**

14.1. The general order of business of the Committee Meeting will be as follows:

1. Opening
2. Acknowledgement of Country
3. Apologies/Applications for Leave of Absence
4. Applications for attendance by audio-visual link
5. Webcasting Announcement
6. General Recording of Meeting Announcement
7. Disclosure of Interests
8. Public Forum
9. Reports of Council Officers
10. Confidential Matters
11. Conclusion of Meeting

## 15. Variation of the Terms of Reference

15.1. The Terms of Reference may be amended by resolution of the Council at any time.

### VERSION CONTROL AND CHANGE HISTORY

Version	Amendment Details	Document Owner	Period Active	Review Date
1.0	<i>New Terms of Reference document - no previous version</i>	<i>Group Manager, Office of the Lord Mayor and CEO</i>	<i>December 2024</i>	<i>September 2025</i>